

Application No. 10/596,210
Amendment dated November 26, 2008
Reply to Office Action of August 29, 2008

Please replace the Abstract with the following amended Abstract:

ABSTRACT

A method, and apparatus, for the unified management of all types of communications, such as: telephone calls, faxes, SMS and MMS, video, e-mails, CHAT and multimedia communications in general, and which allows the interface of ~~allows to interface~~ various communications/telecommunications networks and their related transmission protocols. All outbound and inbound communications are controlled and globally managed through an Internet Web Browser that also generates a historical log of the communications and their contents using a single database. All the functions required for the fully integrated management of all the said types of communications to and from every device connected to the LAN comprising the apparatus, and/or the WAN, and/or the Internet, are generated by applying the invention method, thereby producing a full Computer Telephony Integration (CTI). Thanks to the method in question, the management of all types of communications is achieved without the need for any telephone switchboard (such as the PBX, PABX, and IPPBX type).